

History and Methods

This special issue begins with a brief history of human factors and behavioral science at Bell Laboratories. Bruce Hanson traces the expansion of applied and basic behavioral science at Bell Laboratories over more than three decades. His account shows the important role of laboratory studies and field tests in helping us understand how people interact with new telecommunication systems. The second paper in this section, by Daryl Eigen, discusses field test methods. Laboratory studies are often conducted early in a product or system development, while field tests occur later and involve realistic simulations. Eigen shows how field tests help to ensure that the human interface to complex telephone services meets the user's needs.

